

Complete Summary

GUIDELINE TITLE

Adapting your practice: treatment and recommendations for homeless patients with HIV/AIDS.

BIBLIOGRAPHIC SOURCE(S)

Conanan B, London K, Martinez L, Modersbach D, O'Connell J, O'Sullivan M, Raffanti S, Ridolfo A, Post P, Santillan Rabe M, Song J, Treherne L. Adapting your practice: treatment and recommendations for homeless patients with HIV/AIDS. Nashville (TN): Health Care for the Homeless Clinicians' Network, National Health Care for the Homeless Council, Inc.; 2003. 62 p. [50 references]

GUIDELINE STATUS

This is the current release of the guideline.

COMPLETE SUMMARY CONTENT

SCOPE
 METHODOLOGY - including Rating Scheme and Cost Analysis
 RECOMMENDATIONS
 EVIDENCE SUPPORTING THE RECOMMENDATIONS
 BENEFITS/HARMS OF IMPLEMENTING THE GUIDELINE RECOMMENDATIONS
 CONTRAINDICATIONS
 QUALIFYING STATEMENTS
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 INSTITUTE OF MEDICINE (IOM) NATIONAL HEALTHCARE QUALITY REPORT
 CATEGORIES
 IDENTIFYING INFORMATION AND AVAILABILITY
 DISCLAIMER

SCOPE

DISEASE/CONDITION(S)

- Human immunodeficiency virus (HIV) infection
- Acquired immune deficiency syndrome (AIDS)

GUIDELINE CATEGORY

Counseling
 Diagnosis
 Evaluation
 Management

Prevention
Treatment

CLINICAL SPECIALTY

Family Practice
Infectious Diseases
Internal Medicine
Obstetrics and Gynecology
Pediatrics

INTENDED USERS

Advanced Practice Nurses
Health Care Providers
Nurses
Pharmacists
Physician Assistants
Physicians
Psychologists/Non-physician Behavioral Health Clinicians
Social Workers
Students
Substance Use Disorders Treatment Providers

GUIDELINE OBJECTIVE(S)

To recommend adaptations of standard clinical practices to improve quality of care and quality of life for homeless people with human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS) and to prevent transmission of HIV

TARGET POPULATION

Homeless male and female adults and adolescents (including pregnant women) with human immunodeficiency virus (HIV) and acquired immune deficiency syndrome (AIDS)

INTERVENTIONS AND PRACTICES CONSIDERED

Diagnosis/Evaluation

1. Patient history, including current living situation, history of homelessness, psychosocial history, regular activities, medical history and previous providers, history/current risk of abuse, alcohol/drug use, sexual and reproductive history, work history, history of detention/incarceration, literacy, assessment of nutrition/hydration, and cultural and religious history
2. Physical examination, including comprehensive or serial, focused exams; special care for victims of abuse and sexual minorities; recognizing signs and symptoms of human immunodeficiency virus (HIV) and acquired immune deficiency syndrome (AIDS); dermatological exam; neurological/psychiatric evaluation; dental and vision exams

3. Diagnostic tests, including HIV antibody test, oral mucosal testing (OraSure), OraQuick Rapid HIV-1 Antibody Test, confirmatory test if needed, pre- and post-testing counseling, baseline laboratory tests, virologic test for HIV viral load, drug resistance assay, purified protein derivative (PPD) tuberculin skin testing every six months, hepatitis C testing, Papanicolaou (Pap) smear, pregnancy (UCG urine) test

Management/Treatment

1. Plan of care, including establishing an interdisciplinary clinical team; assessing patient's needs, priorities, and goals; helping the patient in applying for governmental assistance; eliciting patient feedback to confirm understanding of the plan of care
2. Education/self-management, including basic education about HIV infection, transmission, and therapy; discussing ways to reduce HIV risks; addiction management; written instructions/reminders; using treatment advocates; directly observed therapy (DOT); educating patients about side effects management, urgent medical problems, and the importance of a regular source of medical care; fostering supportive relationships to combat stigmatization/isolation; providing nutrition counseling; educating medical providers about the special need of homeless patients
3. Medications, including psychotropics for mental illness; methadone for heroin addiction; antiretroviral prophylaxis with antenatal zidovudine (AZT) therapy and intrapartum intravenous AZT for the mother and 6 weeks of AZT for the infant; immunizations (influenzae vaccine, pneumococcal vaccine, hepatitis A and B vaccines, tetanus vaccine); establishing HIV treatment readiness; "practice" medication (placebo or vitamins) for a week; once-a-day antiretroviral therapy (lamivudine [Epivir® or 3TC], didanosine [ddI or Videx®], tenofovir [Viread®], stavudine [D4T or Zerit®], nevirapine* [Viramune®], efavirenz [Sustiva®], Trizivir [combination of AZT, 3TC and abacavir]; pain medication; exploring/addressing obstacles to adherence

*Note from the National Guideline Clearinghouse: On January 19, 2005, the U.S. Food and Drug Administration (FDA) issued a public health advisory about recent safety-related changes to the nevirapine (Viramune®) label and about appropriate use of HIV triple combination therapy containing nevirapine. The Indications and Usage section now recommends against starting nevirapine treatment in women with CD4+cell counts greater than 250 cells/mm³ unless benefits clearly outweigh risks. This recommendation is based on a higher observed risk of serious liver toxicity in patients with higher CD4 cell counts prior to initiation of therapy. See the [FDA Web site](#) for more information.

4. Recognizing and managing associated problems and complications, such as medication side effects, severe drug toxicities, drug-drug interactions; mental illness, substance use disorders, cognitive impairment; tuberculosis, hepatitis, abuse, pregnancy, more advanced disease secondary to delayed care (lack of transportation and stable housing, barriers to health insurance and disability assistance); incarceration, needs of special populations (women, youth, sexual minorities, immigrants)
5. Facilitating return for follow-up by identifying multiple ways to contact the patient; creating a drop-in system, reminders and incentives for kept

appointments; providing transportation, intensive case management and peer support

MAJOR OUTCOMES CONSIDERED

- CD4 counts, viral loads in patients receiving highly active antiretroviral therapy (HAART)
- Number of encounters to measure intermediate outcomes for patients not yet ready for HAART
- Health disparities between homeless and general U.S. populations, including:
 - HIV prevalence rates
 - Access to HIV screening, prophylaxis for opportunistic infections, and antiretroviral therapy
 - Access to treatment for behavioral health disorders and other comorbidities that increase HIV risk or interfere with adherence
 - Use of barrier devices, access to ethnographically-based social skills training to prevent sexual transmission of HIV
 - Increase in CD4 count, decrease in viral load in patients receiving HAART

METHODOLOGY

METHODS USED TO COLLECT/SELECT EVIDENCE

Hand-searches of Published Literature (Primary Sources)
Hand-searches of Published Literature (Secondary Sources)
Searches of Electronic Databases

DESCRIPTION OF METHODS USED TO COLLECT/SELECT THE EVIDENCE

Searches of MEDLINE, SocABS, and PsycInfo databases were performed.
Bibliographies compiled by the Bureau of Primary Health Care's Homeless Information Resources Center were also searched.

NUMBER OF SOURCE DOCUMENTS

This guideline is adapted from two primary sources.

METHODS USED TO ASSESS THE QUALITY AND STRENGTH OF THE EVIDENCE

Expert Consensus

RATING SCHEME FOR THE STRENGTH OF THE EVIDENCE

Not applicable

METHODS USED TO ANALYZE THE EVIDENCE

Review

DESCRIPTION OF THE METHODS USED TO ANALYZE THE EVIDENCE

Not applicable

METHODS USED TO FORMULATE THE RECOMMENDATIONS

Expert Consensus

DESCRIPTION OF METHODS USED TO FORMULATE THE RECOMMENDATIONS

An Advisory Committee comprised of 11 health and social service providers experienced in the care of homeless individuals with human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS) devoted several months during 2002–2003 to developing these adapted clinical guidelines, drawing from their own experience and from that of 30 Health Care for Homeless project (HCH) practitioners and other service providers across the United States. The adaptations reflect their collective experience in serving HIV-infected homeless people.

RATING SCHEME FOR THE STRENGTH OF THE RECOMMENDATIONS

Not applicable

COST ANALYSIS

A formal cost analysis was not performed and published cost analyses were not reviewed.

METHOD OF GUIDELINE VALIDATION

Clinical Validation-Pilot Testing
External Peer Review
Internal Peer Review

DESCRIPTION OF METHOD OF GUIDELINE VALIDATION

The guideline developer's Advisory Committee identifies, in the original guideline document, the clinicians who reviewed and commented on the draft recommendations prior to publication, including experienced Health Care for the Homeless (HCH) practitioners and medical experts in HIV/AIDS care.

The guideline was field tested by clinicians in designated Health Care for the Homeless projects during the summer of 2003. Evaluation criteria included clarity, flexibility and ease of use; relevance to the care of homeless clients or those at risk of becoming homeless; inclusion of strategies to promote outreach and case management and ensure follow-up; sufficiently detailed to ensure that similar practitioners would offer similar treatment in the same circumstances; and sufficiently complete to enable new clinicians to use them for homeless clients. Evaluators found that the guideline met all of these criteria and recommended

future development of "short forms" of this and other adapted clinical guidelines to facilitate use in a variety of clinical settings.

RECOMMENDATIONS

MAJOR RECOMMENDATIONS

Diagnosis and Evaluation

History

- **Current living situation** Lack of stable housing complicates health care and adherence to human immunodeficiency virus (HIV) treatment. At every visit, document the patient's housing status, living conditions, and contact information. Assess residential stability by inquiring, "Where do you live? How long have you lived there? Where did you stay last night and where do you think you will stay tonight?" Ask where the patient spends time during the day and how s/he can be contacted. Ask explicitly about access to basic needs (food, shelter, restrooms, and a place to store medications).
- **History of homelessness** If staying in a shelter, a vehicle, on the street, or in any other unstable living situation, ask if this is the first time the patient has been without a home. Recognize that living with a series of friends or family members or with multiple families in housing intended for only one may also indicate residential instability, which is fundamental to homelessness (refer to footnote #2 in the original clinical guideline document). If there were prior episodes of homelessness, try to determine whether lack of a stable living situation is chronic or episodic. Assess the patient's resourcefulness by asking what changes enabled him/her to obtain housing or shelter. If currently homeless, try to understand the circumstances that precipitated homelessness (e.g., unemployment, bad luck, poverty, abuse, alcohol or drug problems, mental illness), and explore available housing options that might be acceptable to the patient.
- **Psychosocial history** Lack of social supports, stable housing, and other unmet basic needs can present serious impediments to maintaining reliable communications with caregivers. Obtain a detailed social history; ask about the patient's family, extended family, and current social supports (living parents and siblings, marital history or partners, ongoing relationships) to determine the patient's degree of isolation. Many homeless HIV patients aren't in touch with family members or friends. Ask if they have thought about who might make decisions for them if they get very sick and have to go to the hospital. When trust is established, begin to lay the groundwork for a discussion of advance directives and end-of-life care.
- **Regular activities** Awareness of how the patient spends time each day will help service providers identify and address potential barriers to care. Ask if the patient has any sort of schedule or daily routine. ("How many times do you eat each day? How many meals did you eat yesterday? Do you get up at a certain time? Go to the same places or engage in particular activities every day?") Explore evidence of consistency in the patient's life to assess whether a medical regimen can be integrated into his/her regular schedule of activities. Ask what activities the patient most enjoys and which preferred activities are possible under current circumstances. Improving quality of life can help to increase motivation and capacity for self-care.

- **Medical history** Request medical records from hospitals and other clinicians to gather information about prior diagnoses and treatments. Obtaining complete medical records may be difficult for migrant and highly mobile patients. If a diagnosis of HIV infection has already been made, inquire about the patient's initial, lowest, and most recent CD4 counts, last viral load, and history of opportunistic infections (OIs). Ask if the patient has ever taken medications for HIV and if so, which ones. Inquire about side effects and reasons for any changes in medication or discontinuations. Ask if the patient is currently receiving antiretroviral therapy and/or OI prophylaxis. If medical records and patient recollection are insufficient to identify specific medications taken, ask if the patient can show you old prescriptions or medicine bottles.

Ask if the patient has ever had active tuberculosis (TB), when and where the last tuberculin test (purified protein derivative [PPD]) and chest x-ray were performed, whether s/he ever received treatment and/or prophylaxis for TB, and if so, what medications were prescribed and how long s/he took them. Ask about a history of/exposure to hepatitis or other sexually transmitted diseases (syphilis, herpes). Ask whether the patient ever had a seizure; if so, try to distinguish a seizure disorder from drug withdrawal symptoms. (Withdrawal from alcohol and benzodiazepines may result in seizures unrelated to an underlying seizure disorder.)

- **Previous providers** Homeless patients typically see a series of providers in different programs. Since engagement and a therapeutic relationship are very important, explore the patient's past experience with caregivers. ("Tell me about health care providers you have found especially helpful and how they helped you.") Ask why the patient did not return to previous provider(s).
- **Mental health history** Ask whether the patient has ever been treated or hospitalized for a mental health or substance use problem and whether s/he is currently taking psychotropic medications. Explore the patient's strengths and weaknesses, stressing positive assets. ("What do you think are some of your strengths? What do others say about you? What good things are working for you? Tell me something you are looking forward to.") Encouraging patients to talk about their life may provide insight into their emotional status and priorities, and help the clinician understand them better.
- **History of abuse/current risk** Many homeless people have been victims of physical and/or sexual abuse; some have been "self-medicating" with alcohol or drugs for most of their lives to alleviate the residual effects of trauma (posttraumatic stress disorder). These activities may enhance their risk for HIV infection. Assess for a history of emotional, physical, or sexual abuse and exploitation; ask all patients if they have ever been physically hurt, afraid of being hurt, or made to do things sexually they didn't want to do. Assess for violence, abusive relationships, and patient safety (i.e., whether knowledge of HIV infection may precipitate abuse against the patient or a partner).
- **Alcohol/drug use** Ask about current and previous use of alcohol and drugs, including nicotine. Focus on obtaining a history of intravenous drug use and alcohol consumption to assess the patient's risk for HIV, hepatitis, and liver damage. If engaging in intravenous drug use, ask about injection practices and access to clean needles. Ask whether the patient has experienced blackouts. Asking questions in a natural, nonjudgmental manner establishes rapport and makes it easier for patients to talk about substance use (e.g., "When was the last time you used/got high? On what? How [injected, smoked

- or snorted]? Have you ever been in a drug treatment or smoking cessation program? If so, what was the outcome? What is the longest period you have been sober?") Inquire about drug(s) of choice, recognizing that many people are polysubstance users. Ask how periods of sobriety were achieved, and use this information to help guide subsequent interventions and treatment planning.
- **Sexual history/current practices** Ask about sexual orientation, gender, and specific sexual practices that may place the patient or sex partner(s) at risk for HIV infection. Ask whether the patient has sex with men, women, or both. Ask the same questions of both males and females in a nonjudgmental way. Ask whether the patient has been forced to have sex against his/her will. Ask whether the patient is currently using contraception, including condoms, to assess risk for pregnancy and/or contracting/transmitting HIV and other sexually transmitted diseases. Introducing topics such as sexual assault and exchanging sex for money, drugs, or basic needs gives the patient an opportunity to pursue these issues at the initial interview or when a sufficient level of trust has been established.
 - **Reproductive history** Ask female patients about past and/or current pregnancies (number of pregnancies, live births, and stillbirths) and any complications, such as preterm birth or eclampsia. Ask HIV-infected women whether any of their children were HIV-infected, whether they received any drugs during pregnancy to prevent perinatal transmission of HIV (antiretroviral prophylaxis), and if so, which ones. Ask about birth control practices and desire for family planning.
 - **Work history** Ask what types of work the patient has done and the longest time s/he held a job, to identify abilities and interests, assess stability, and determine risk for comorbidities associated with toxic exposure (e.g., to asbestos, silica, coal). Ask about work-related illness or injuries.
 - **History of detention/incarceration** Ask whether the patient has been detained by police or incarcerated, and if so, whether s/he ever received medical treatment while incarcerated. Housing options may be closed to previously incarcerated people. A history of incarceration is associated with increased risk for HIV and hepatitis (refer to footnote #3 in the original guideline document). Admission to/discharge from criminal justice facilities may interrupt continuity of care and treatment adherence. In many communities, if a homeless individual is arrested, even for a public nuisance offense such as loitering or public urination, any medications they have with them may be confiscated and not returned.
 - **Literacy** A number of homeless people have trouble reading. They may be illiterate or have a low literacy level in their primary language and/or in English, if it is not their native tongue. (A patient may speak but not read English while being literate in Spanish, for example.) Assuming erroneously that the patient can read directions on medicine bottles or an appointment card can lead to serious complications and loss to follow-up. Patients who cannot read may not volunteer this information out of embarrassment or shame. The intake form can serve as a nonthreatening way to evaluate the patient's reading ability. Ask, "Do you want help filling this out?" "Are you comfortable reading?" or "Do you have trouble reading?" This can allow patients to save face, since "trouble reading" can indicate either vision or literacy problems.
 - **Nutrition/hydration** Poor nutrition and inadequate hydration are endemic among indigent and homeless people. Recognize that even those who are overweight are at high risk for malnourishment because of diets high in fat,

- salt, and carbohydrates and low in vitamins and minerals. All patients should have an initial nutritional assessment. Special attention to nutritional status and intake is especially important for pregnant patients. Look for signs and symptoms of malnutrition and dehydration. Ask about diet and eating habits. Evaluate the patient's knowledge of proper diet and food resources (pantries, soup kitchens, delivered meals, and nutritional supplements including vitamins), as well as cooking skills and availability of cooking facilities. If the patient is not eating well, determine the reasons why (e.g., limited access to nourishing food, poor dentition, use of financial resources to purchase illicit drugs/prescribed medications or shelter instead of food). Inquire about access to water and other liquids, especially in summer months. Adequate hydration is necessary to avoid some medication effects (e.g., to prevent kidney stones when taking crixivan).
- **Community** Ask questions to elicit information about the patient's cultural heritage and religious or spiritual history and affiliation. This information can help the clinical team develop an approach to care that is responsive to the patient's belief and value system. Some patients who are difficult to follow can be contacted through faith communities. Ask about attitudes of the patient's family, friends, community, and cultural group toward HIV risk behaviors and persons who contract the virus. Stigmatization of HIV-positive persons is more severe in some cultures than others. For example, it is more shameful in some communities for Latino males than for other homeless men to admit certain behaviors that increase their risk for HIV. Consequently, they may not seek screening as readily as other clients.

Physical Examination

- **Comprehensive exam** Because HIV affects so many organ systems, the importance of a thorough physical examination is magnified. Nevertheless, a full-body, unclothed examination of a homeless individual is rarely possible before engagement is achieved. The patient may be too fearful to be examined, indicating the need to build a therapeutic relationship first. Lack of a private setting in which to conduct examinations may also be a challenge, particularly in outreach settings.

Examine patients wherever they are comfortable. To enhance patients' comfort level, some medical providers promote informality by dressing casually and inviting patients to call them by their first name. Once engaged, patients can be seen in a more conventional clinical setting where a more complete examination can be performed. Explain at the first visit what a comprehensive physical examination entails, and ask permission to perform one. Remind patients that they can defer the exam until they feel comfortable. If the patient prefers not to disrobe at the first visit, defer the genital exam until the second visit or whenever the patient's comfort level allows, especially for a young adolescent or if a history of sexual abuse is suspected. Sensitivity to the patient's needs will promote trust and make her/him more at ease at subsequent visits.

- **Serial, focused exams** If the patient is not ready for a comprehensive physical examination, conduct serial, focused examinations until a therapeutic relationship is established (e.g., examine the patient's feet, listen to his/her chest). Ask permission to perform each physical exam. Be attentive to the

- patient's comfort level and pay attention to nonverbal cues; do whatever s/he can tolerate at the time. Schedule a return visit within a short period of time and plan frequent follow-up encounters to complete the examination. Demonstrating respect in this way and affirming the patient's role as a partner in his/her care will eventually lead to a sufficient level of trust to enable a comprehensive examination.
- Homeless women Whenever possible, offer female patients the option of being examined by a health care provider of the same sex. High percentages of poor and homeless women have been victims of physical or sexual abuse (refer to footnote #4 in the original guideline document). Routinely assess for domestic/interpersonal violence. A screening tool recommended for this purpose is the Posttraumatic Diagnostic Scale Modified for Use with Extremely Low Income Women (Melnick & Bassuk, 2000). To decrease anxiety, explain at the outset the purpose of each visit and what the patient can expect to happen. Always let her know what you are going to do before you do it. Some patients are more comfortable entering the examination room if a friend or case manager accompanies them. A chaperone should be present during every pelvic exam. Become familiar with relaxation techniques to help patients cope with stressful or uncomfortable procedures.

HIV-infected women have increased incidence of cervical dysplasia, human papilloma virus, and candida vaginitis infections. The risk of negative outcomes is higher for homeless women, who often resist routine pelvic and breast exams because of a long history of physical/sexual abuse (O'Connell & Lebow, 1992). Close evaluation to detect cervical dysplasia and carcinoma in situ is critical to avoid progression to cancer. This should be accompanied by careful examination of the vulva, vagina, and rectum. Women of child-bearing age should also be examined to determine if they are pregnant. If the patient is pregnant, try to determine the gestational age of the fetus and assess for possible complications of pregnancy (e.g., preeclampsia/eclampsia [blood pressure, edema, proteinuria], gestational diabetes).

- Sexual minorities Recognize that homeless people with a non-traditional sexual orientation or gender identity (gay, lesbian, bisexual, transgender) experience even greater obstacles to health care than do other homeless people, and may not have seen a primary care provider for years. Many clinicians are uncomfortable examining individuals whose gender expression diverges from cultural norms. A male taking estrogen needs to have mammograms; a female taking testosterone still requires a Pap smear and breast exam/mammogram. Any patient who has had silicon or other implant, regardless of gender or sexual orientation, should receive both physical and radiological examinations and be carefully monitored. Patients who have had sexual reassignment surgery require genital examination as part of regular health care maintenance. Listen to these patients' concerns nonjudgmentally. Treat each client as a unique individual and provide respectful, compassionate care.
- "Touch therapy" Many homeless persons with HIV have not been touched for a long time and may be shunned or physically/emotionally abused by other homeless people and service providers if their condition is disclosed. Shake hands to ameliorate the patient's sense of being an "untouchable" because s/he is dirty or has HIV. Once trust is established, "touch therapy" can be an important part of caring for patients (e.g., touch the patient's

- shoulder when listening with a stethoscope; ask if s/he would like a hug). But pay attention to nonverbal signals and recognize that some patients, particularly those experiencing paranoia, may find touching threatening, even outside the examining room. Be careful about using "touch therapy" unless another member of the clinical team is present.
- **Signs and symptoms of HIV** Recognize the signs and symptoms of HIV complications and a failing immune system. These may include oral thrush, shingles, dermatitis, Kaposi's sarcoma, TB, chronic diarrhea, dementia, and recurrent fevers. Realize that the onset of symptoms such as weight loss and dehydration can be hastened and exacerbated by homelessness, and that HIV symptoms may be difficult to differentiate from comorbidities in multiply diagnosed patients. For example, weight loss in a homeless individual may be the result of primary malnutrition rather than HIV wasting syndrome; dementia may be secondary to chronic mental illness/substance abuse, opportunistic infection, and/or neurological changes associated with acquired immune deficiency syndrome (AIDS). Maintain good linkage with specialists for assistance with differential diagnoses.
 - **Dermatological exam** Do a thorough examination of the patient's skin and oral mucosa on a regular basis. Look for skin cancers, rashes, and fungal infections in the mouth, groin, and feet, which may indicate that disease is not being adequately managed in a patient with a known HIV diagnosis. Oral candidiasis ("thrush") and tinea pedis ("athlete's foot") are common fungal infections seen in homeless patients. Many skin diseases such as seborrheic dermatitis are exacerbated by HIV. Dirty skin may complicate the assessment, as many homeless people have no place to bathe. Pay special attention to genital and rectal warts, skin problems associated with injection drug use, and foot care. Corns, blisters, and ulcers are other common problems.

Associated morbidities, such as diabetes and peripheral vascular disease, exacerbate foot problems. Venous stasis ulcers carry a risk of cellulitis and/or sepsis and their management is difficult. Their appearance and smell may contribute to the cool reception that homeless persons often get in mainstream medical facilities. Ill-fitting shoes, hours on their feet without the protection of clean socks, and limited access to good hygiene create a perfect environment for infection in homeless people. Understand that if homeless persons can't get around, their lives may be in jeopardy; helping them care for their feet shows sensitivity to their problems and helps to promote engagement.

- **Neurological/psychiatric evaluation** Perform a thorough neurological examination and mental health evaluation, as the patient's comfort level allows. It is often necessary to explore only briefly at the first encounter and continue the evaluation at subsequent visits. Assess for mental illness, substance abuse, and evidence of cognitive impairment. Screen for domestic violence and posttraumatic stress disorder (PTSD). Effects of HIV on the central nervous system may be confused with those of substance use, psychiatric disorders, or medication side effects. HIV infection and treatment can also trigger and exacerbate underlying mental illness. Be aware that the first signs and symptoms of serious mental illness may coincide with the discovery of HIV infection.

Normalize discussion of mental health issues in the primary care setting by asking about "stress" rather than "mental illness." If emotional problems are suspected, ask if the patient would like an appointment with someone (preferably a mental health professional on the clinical team) to discuss his/her concerns further. People with underlying psychiatric disorders, especially PTSD, may be self-medicating with alcohol or street drugs; it is important to explore this during the psychiatric evaluation.

- **Dental/vision exams** Dental problems secondary to HIV are difficult to distinguish from bad dentition in homeless individuals, whose access to oral health and vision care is often limited. Every effort should be made to include a dentist on the clinical team, as well as an optometrist or ophthalmologist to do retinal exams. Portable equipment allows for dental outreach in soup kitchens and other homeless service sites. All HIV-positive patients should receive a dilated ophthalmological exam every 3 to 6 months, especially those with CD4 counts <100, to screen for cytomegalovirus (CMV) retinitis.

Diagnostic Tests

- **HIV test** Conduct an HIV antibody test only if you will educate the patient, protect public health, and engage the patient in care. A homeless client should be engaged in care with appropriate social supports before HIV testing is done. "Because many of the conditions that accompany HIV infection can be treated, it is ethically unacceptable to provide HIV testing in the absence of adequate and accessible medical services" (Goldfinger et al., 1998). Engaging in care is important to provide support, reduce HIV transmission, and initiate prophylaxis, if needed, even if the patient is not ready for HIV therapy.

Don't offer testing in a setting where facilities, expertise, or support are lacking to provide HIV care. Testing by mobile units that can only refer elsewhere for medical care does not work well for homeless people and can present challenges to preserving client confidentiality. Facilities that do only outreach and HIV testing must provide direct linkage to care providers and assertive case management to assure that homeless individuals actually receive care. Offer testing to partner(s) of HIV-positive patients; provide an incentive (e.g., grocery store voucher) to the patient who brings a partner in for testing. Offer testing of an HIV-infected person's children, regardless of age, if they haven't already been tested. Infants under 15 to 18 months born to HIV-infected women require virologic testing (e.g., HIV deoxyribonucleic acid [DNA] polymerase chain reaction [PCR]) instead of antibody testing due to transplacental maternal antibody.

- **Pre-test counseling** Pre-test counseling is essential. Before testing for HIV infection, explore the patient's perceptions of what being HIV positive means. Identify the patient's support systems; ensure support from the clinical team and others. Ask what the patient will do when HIV test results are known. If the response is that s/he will harm him/herself or others if HIV-positive, more counseling is needed before testing is done. Make a clinical decision regarding social stability as a prerequisite for HIV testing on a case-by-case basis. For some patients, having HIV test results immediately is clinically necessary.

- **Screening test** Many patients prefer oral testing to standard blood testing for HIV because it is less invasive. With proper use, oral mucosal testing (OraSure®) has comparable specificity and sensitivity, and has been shown to increase patient willingness to be tested. Oral testing is especially useful in outreach settings and is strongly recommended for homeless/runaway youth (since many adolescents resist invasive procedures).

Rapid diagnostic testing options may also provide preferable alternatives for many patients. For example, the OraQuick Rapid HIV-1 Antibody Test (Federal Drug Administration [FDA] approved in November 2002) utilizes a fingerstick blood sample. Results are available in 20 minutes or less, compared to up to two weeks for standard blood tests and the oral mucosal test, and can be read by a trained staff member without the necessity of a laboratory, making this test ideal for use in most homeless clinics. Much care must be taken during pretest counseling to assess the patient's readiness for the result when using the rapid test. In outreach settings, it is best not to use the rapid test if support staff are not available to assist the counselor and the patient in the event of a positive test result. Train clinical staff in the proper use of diagnostic modalities likely to make HIV testing more acceptable to homeless patients.

- **Confirmatory test** A negative HIV screening test does not require further testing (although retesting is recommended for persons with known or possible exposure to HIV within the last 3 months), but a positive test should be confirmed before the individual is told that he or she is infected. If an initial screening test (oral mucosal, rapid test, or standard blood test) is positive, do a confirmatory test (Western blot or immunofluorescence assay) ("Revised guidelines for HIV counseling, testing, and referral," 2001).
- **Post-test counseling** Be sure the patient is engaged in care when a positive test result is communicated. Receiving an HIV diagnosis is as devastating to someone who is homeless as to someone who is not, but a homeless individual has fewer social supports. The same individual who conducts pre-test counseling and HIV testing should conduct post-test counseling for that patient. Be personally available when the patient returns for test results, and maintain contact with him/her. If the test result is positive, normalize emotions the patient will go through and address stigmatization against HIV. Use peer counselors (HIV-infected homeless or formerly homeless individuals) who have done well to talk to the patient and provide social support.
- **Baseline labs** Perform baseline laboratory tests as specified in standard clinical guidelines, including a complete blood count (CBC), electrolytes with glucose as well as blood urea nitrogen (BUN) and creatinine, liver function tests, lipid studies, and a urinalysis. Perform diagnostic tests at the first visit and review lab results at the next encounter. Pay more attention to liver function tests in a homeless patient whose risk for liver damage (secondary to hepatitis or alcoholic cirrhosis) is high. Patients on hormones should also have regular monitoring of liver functions. Recognize that the serum albumin test cannot be reliably used to differentiate wasting syndrome (cachexia) associated with HIV/AIDS from dietary inadequacy/malnutrition often seen in homeless individuals with co-occurring substance use disorders who do not obtain regular meals from shelter-based meal programs or soup kitchens (free food sources).

- **Viral load** Perform a virologic test (e.g., HIV ribonucleic acid [RNA]) to determine viral load only in patients known to be HIV positive. Avoid doing an HIV RNA assay following a single positive rapid antibody test (which may be a false positive) unless the patient reports a prior positive HIV test.
- **Resistance assay** Drug resistance testing (genotyping or phenotyping) should be considered for patients with acute HIV infection, for those who have failed or not responded optimally to antiretroviral treatment regimens, or for "treatment naïve" patients (who haven't had prior HIV treatment) from areas with a high incidence of resistant HIV strains. In areas where drug resistance is high, do resistance testing for every new HIV patient. Some clinicians with large HIV practices report that many homeless patients are treatment naïve because of limited access to health care or prior refusal of mainstream medical care. For this reason, they can be much easier to manage medically because of less underlying antiviral resistance.
- **Tuberculosis** Although standard practice guidelines recommend purified protein derivative (PPD) tuberculin skin testing annually for high-risk patients ("Targeted tuberculin testing," 2000), a number of practitioners recommend testing homeless patients every six months because of their higher risk for contact with active TB cases and unpredictable follow-up (refer to footnote #5 in the original guideline document). For patients with a negative PPD, re-check every six months; for those with a positive PPD, do a baseline chest x-ray and symptom screen every six months. TB specialists recommend regular tuberculin skin testing even for patients with CD4 counts <200, who may not be as reactive to the PPD test due to immunosuppression. For persons with TB symptoms or a history of exposure to tuberculosis, a chest x-ray is recommended, regardless of the skin test reaction. Realize that a negative chest x-ray does not rule out active TB, including non-pulmonary TB, in an HIV-positive patient.

A new blood test to detect latent TB, called the QuantiFERON (QFT) test, may be helpful with this population in the future. Although recently approved for use in other high-risk groups (Mazurek & Villarino, 2003), it has not yet been approved for use in HIV-infected persons.

Tuberculosis surveillance techniques may vary according to the prevalence of TB in the community. Collaborate with your local health department for TB surveillance, screening, and referrals, to help decrease barriers to care for homeless patients. Various agencies (including shelters) require proof of TB testing. It is not unusual for a homeless person to have been tested multiple times for TB by different providers. Help the patient maintain a "medical home" where documentation of services is maintained. Provide a written record of TB testing results on a wallet-sized card that patients can carry with them.

- **Hepatitis C Testing** for hepatitis C (HCV) is especially recommended for injection drug users and their partners, and should be part of initial screening for every HIV-infected person. High prevalence rates of injection drug use and hepatitis C have been reported among people experiencing homelessness (refer to footnote #6 in the original guideline document).
- **Pap smear** The 2002 U.S. Public Health Service (PHS) guidelines for the treatment of sexually transmitted diseases recommend that a Papanicolaou (Pap) smear be obtained twice in the first year after diagnosis of HIV and, if

- normal, yearly after that ("Sexually transmitted diseases," 2002). Many practitioners recommend a Pap test every six months for HIV-infected homeless women, especially if they are severely immunocompromised. Women who have frequent sexually transmitted infections (STIs) or multiple partners, or who exchange sex for goods (drugs, money, basic needs) should also have a Pap test every six months. HIV-infected women with abnormal Pap smears (e.g., atypical squamous cells of undetermined significance [ASCUS], atypical glandular cells of undetermined significance [AGUS], low-grade or high-grade squamous intraepithelial lesions [SIL]) or inflammation that does not respond to treatment should be referred for colposcopy. Providing an advocate/escort can make an often uncomfortable and/or frightening test more manageable and improve treatment adherence.
- Pregnancy test Offer pregnancy testing (urinary chorionic gonadotropin [UCG] urine test) to heterosexually active female patients of childbearing age.

Plan and Management

Plan of Care

- Next steps Explain the need to develop an agreed-upon plan of care with the patient's active involvement. Emphasize next steps the patient should expect, while reassuring him/her that everything need not be done right away.
- Interdisciplinary team Establish an interdisciplinary clinical team managed by the patient, including addiction/mental health counselors, a medical care manager, and a treatment advocate. Every member of the clinical team should engage in care planning and coordination and patient education about HIV. A team approach increases the likelihood that the patient will develop strong rapport with at least one caregiver.
- Basic needs Understand that HIV usually will not be the most important problem for a homeless patient unless s/he is acutely ill; food, clothing, housing, and mental health issues may be perceived as more important. Develop an individualized plan of care with the patient that incorporates strategies to meet these needs. This will strengthen the therapeutic relationship, increase patient stability, and promote successful treatment.
- Patient priorities and goals Carefully assess the patient's immediate and long-term needs and what the patient identifies as priorities. Ask what s/he would like you to do. Address immediate medical needs first (the patient's reason for the visit) rather than underlying causes. (For example, provide cough medicine, pain relief, or hormones, where indicated, even if you don't think they are medical priorities.) The patient will be more receptive to discussion of underlying causes if immediate needs are met. Encourage the patient to specify his/her own goals and prioritize issues to be addressed. Meeting small, manageable objectives and keeping follow-up appointments are evidence of the patient's willingness and capacity to adhere to treatment.
- Governmental assistance Help the patient apply for Ryan White Comprehensive AIDS Resources Emergency (CARE) Act services, Housing Opportunities for Persons with AIDS (HOPWA), disability assistance (Supplemental Security Income/Social Security Disability Insurance [SSI/SSDI]), Medicaid, Food Stamps, and any other programs that facilitate access to health and social services.

- Communication Frequent discussion, explanation in simple language, and feedback regarding the patient's understanding of the plan of care are critical to adherence. Recognize that patient forgetfulness may be a symptom of cognitive impairment secondary to HIV, medication side effects, or comorbidities. Do not criticize the patient; speak in a straightforward and nonjudgmental manner. Avoid medical jargon and euphemisms, which can be confusing and perceived as "talking down" to the patient (e.g., with an adolescent, talk about "having sex," not "intercourse"). Use an interpreter and/or lay educator (promotoras) to facilitate communication and ensure culturally competent care for patients with limited English proficiency.

Education, Self-Management

- Basic education about HIV Learning about HIV and how to control it can help homeless patients regain a sense of control over their lives and provide an impetus for change and incentive to work on other issues (e.g., begin drug treatment, reunite with family). Begin at the first visit and provide ongoing education, support and reinforcement at each subsequent visit. Provide answers to basic questions about HIV: What is the virus? What is it doing to your body? Why do you need medication? Educate patients about the natural course of the disease. Provide printed information in language they can understand.

Teach homeless patients how to know if they are sick, how to tell if the illness is more serious than a cold, how to care for themselves when sick, and when to seek urgent or emergent care. Educate them about warning signs of HIV complications (fevers, coughs that won't go away, exhaustion) and what you can do to help alleviate these symptoms. Tell patients where they can go to get medicine and where they can go to recuperate when ill. Explain that the more advanced their disease is, the more preventive medications will be required to keep them from getting sicker.

- HIV transmission Explain that the HIV virus can be passed through intravenous drug use (IVDU), sexually, perinatally, and via breast milk from an HIV-positive mother to her baby. Stress the need for protection, even after beginning HIV treatment, in sexual relationships (condoms and other contraception, abstinence) and with self-administered injections (cessation of any sharing of drug paraphernalia, participation in a needle exchange program).

Counsel HIV-infected pregnant women about how to reduce the risk of transmitting HIV infection to their babies. Stress the importance of antiretroviral prophylaxis to reduce perinatal transmission of infection. Breastfeeding is not recommended for HIV-positive mothers if there is a safe alternative (i.e., if infant formula is available, if there is access to clean water to prepare formula milk and cleanse bottles and nipples, if refrigeration is available to store prepared formula, and if the mother can manage formula feeding with appropriate hygiene) (Heymann & Vo, 1999; CDC & National Center for HIV, STD and TB Prevention, 2001) (refer to footnote #7 in the original guideline).

- **Prevention** Discuss ways to reduce HIV risks for the patient and others. To effect behavioral change, use individual, small group, and community interventions based on careful investigation of actual patient behaviors and an intimate understanding of their daily life—how they spend their time, what activities interest them, and potential structural barriers to desired change. Use motivational interviewing (refer to footnote #8 in the original guideline document), risk reduction techniques, and social skills training. Know what is really happening in the patient's life; then try to figure out how you can help behavioral change occur within that context (Health Care for the Homeless [HCH] Clinicians' Network, 2000).

Teach safer practices to injection drug users unwilling or unable to stop using drugs (e.g., abscess reduction, use of tourniquets). Provide general sexual/reproductive health education and counsel the patient about safer sex practices (contraceptive use for pregnancy prevention and STI protection, fewer sex partners or abstinence). Reinforce this information with interactive activities that involve repetition, positive feedback, and acting out new skills, such as proper condom use (Susser, 1998) and role playing (how to talk to a partner). All members of the clinical team should participate in patient education. At every visit, provide male/female condoms or information about where the patient can obtain them.

- **Addiction management** Try to find out how patients with chemical dependencies use psychoactive substances—whether they engage in erratic substance use ("binging") or are regular users. People who binge have more problems with treatment adherence than do regular users; they forget to take their medications while bingeing and often forego food and sleep, which also interferes with disease prevention and health promotion. Some people with chemical dependencies are already experienced at organizing their time to accommodate regular drug use and avoid withdrawal symptoms.

Work with these patients to identify strategies already employed to manage illicit drug or alcohol use and apply them to HIV treatment adherence, substituting HIV medications for other drugs. For patients with demonstrated regularity in their daily routine who are unable or unwilling to stop drug/alcohol use, consider advising that HIV medications be taken prior to other drugs, if no adverse drug interactions are likely. Recognize that many homeless people use alcohol or drugs to cope with underlying emotional problems. Facilitate access to appropriate behavioral health care to promote recovery and readiness for HIV treatment.

- **HIV therapy** Inquire about the patient's understanding of HIV therapy. Some patients refuse treatment because they don't understand it, have lost hope, and don't think treatment will matter. Emphasize the positive; assure HIV-infected homeless patients that they are candidates for treatment and can manage it successfully. Highly-active antiretroviral therapy (HAART) can be as effective for highly motivated persons who are homeless as for those who are housed, as confirmed by comparative measurement of viral loads following treatment (refer to footnote #9 in the original guideline document). Explain what CD4 counts and viral loads are, and how these measurements are used to help determine how advanced the patient's disease is, predict risk of complications, and monitor treatment adherence.

- **Written instructions/reminders** Write down instructions about when to take medications each day. Use graphic illustrations and color coding to clarify and reinforce verbal instructions. Then make sure that instructions are understood. Ask the patient, "What medications are you going to take this morning and how?" Instruct the patient to "keep written instructions with you." If a patient discloses that s/he has trouble reading, designate someone on the clinical team who can spend extra time to help him/her understand instructions, and offer referral to a literacy program or instruction in English as a second language. Specify any dietary restrictions associated with antiretroviral therapy or other treatment (i.e., whether medications must be taken with food or on an empty stomach). It is sometimes possible to enlist the help of shelter staff in reminding patients to take medications.
- **Drug resistance** Explain the risk of developing resistance to HIV medications if they are not taken consistently or appropriately. Acknowledge that for all persons taking antiretrovirals, as for persons receiving treatment for TB, development and spread of drug-resistant infection is a serious concern; but stress that lack of treatment is no more acceptable an alternative for HIV than it is for TB.
- **Treatment advocates** Use social workers, nurses, or case managers as treatment advocates, serving as liaisons between the patient and providers to promote successful adherence to HIV therapy. The patient may feel more comfortable discussing side effects of treatment with social workers or other advocates who have more time to explain than medical providers. Treatment advocates should be part of an integrated clinical team and treated as peers by medical providers. Consider using consumer advocates (formerly homeless persons) to accompany homeless HIV patients to appointments with specialists and attend clinic sessions with the patient and primary caregivers. This can help homeless patients overcome communication barriers sometimes experienced in encounters with mainstream health care providers.

Use of consumer advocates to explain information conveyed by the medical provider to other consumers is often helpful, but must be done with sensitivity to patient privacy and confidentiality and in compliance with requirements of the Health Insurance Portability and Accountability Act (HIPAA). (For information about HIPAA privacy requirements, see www.hhs.gov/ocr/hipaa/whatsnew.html.)

- **Directly observed therapy** Good results have been reported with directly observed therapy (DOT) when homeless patients come to the clinic once daily to take medications (Mitty et al., 2003). DOT is recommended for patients with co-occurring tuberculosis, substance use disorders, and/or mental illness, but can present staffing and transportation challenges when patients must take psychiatric medications 2 to 3 times per day. Provide transportation or carfare to assure feasibility of this treatment option. Some communities are exploring the possibility of directly observed HIV therapy at methadone clinics. Although some patients may benefit from an adherence program that provides medication storage and directly observed therapy, others are quite capable of managing medications on their own. Homelessness has enabled them to develop a fairly rigid routine. (Some schizophrenic clients can adhere well to treatment regimens and other routines.)

- **Side effects management** Recognize that medication side effects are a primary reason for lack of adherence to HAART. Be candid about possible side effects of antiretroviral treatment, such as diarrhea, and how long they will last, so the patient knows what to expect and can identify and better describe side effects that do occur. Explain that nausea may result if medications are taken without food. Provide snacks (e.g., peanut butter crackers, individual boxes of cereal with Parmalat milk, individual containers of juice, granola bars, high energy bars) to help the patient avoid this side effect and promote adherence to treatment. Ask what side effects the patient has noticed; if there is no medical alternative with fewer/less severe side effects, explore strategies to minimize and/or accommodate them within the patient's lifestyle.
- **Urgent medical problems** Help patients understand the difference between common medication side effects (e.g., diarrhea from nelfinavir) and symptoms of life-threatening toxicities (such as nevirapine or abacavir hypersensitivity, pancreatitis, hepatitis, or lactic acidosis). Patients need to know what side effects to expect with HAART that may be mild and go away over time, so they don't stop their medications; but they also need to know how to recognize a potentially fatal drug reaction, so they will seek medical care early. Other medical emergencies include late stage opportunistic infections such as *Pneumocystis carinii* pneumonia (PCP), toxoplasmosis, and cryptococcal meningitis — major complications of HIV that are usually lethal if not treated. Stress the need for prompt evaluation if the following symptoms occur: fever, new rash, difficulty breathing, abdominal or back pain, vomiting, headache, or vision changes.
- **Supportive relationships** Reluctance to inform others about their illness results in lack of supportive feedback for individuals with HIV. Encourage a supportive relationship with a social worker, provider, or friend — someone in whom the patient can confide fears, questions and concerns, including problems with medication side effects. Advise the patient, "If your doctor doesn't have time to listen and discuss your concerns, find someone who does." Link the patient with a support person or "sponsor" through HIV/substance abuse treatment programs or other community-based programs. Network with law schools to provide pro bono legal assistance with child custody, drug arrest, or immigration issues as part of substance use treatment programs.
- **Support groups** For patients who experience extreme stigmatization or isolation, create a support group where they can share concerns and learn how others are coping with their disease. Members of ethnic/sexual minorities and migrant workers may experience more marginalization and isolation than other homeless individuals with HIV. Help such patients find each other for mutual support. Offer social support groups, not just groups for therapy or counseling. Help patients moving into transitional housing learn how to live successfully in a community setting (e.g., respect personal boundaries).
- **Nutrition counseling** Educate patients about nutritional health, diet, and dietary supplements. If possible, include a nutritionist familiar with the issues of homelessness on the interdisciplinary health team to do screening and frequent consultation. Some practitioners recommend the use of bioelectrical impedance analysis (BIA), which measures body composition (fat and lean body mass), to educate patients about their nutritional status and promote early detection and management of HIV-associated nutritional changes (Swanson & Keithley, 1998). Prescribe multivitamins with minerals. Assure that pregnant patients receive appropriate vitamin supplements (with folate).

Consider prescribing nutritional supplements with less familiar brand names and lower resale value to reduce risk of theft.

- **Medical home** Many homeless people have never had a regular medical provider and only receive medical care episodically from hospital emergency room staff. Discuss benefits of forming relationships with care providers who can help the patient avoid becoming acutely ill. Explain what primary care is and how to use a regular source of care ("medical home"). Present regular primary care as an opportunity to be in charge of one's own health. Many medical problems, including those related to HIV, are preventable.
- **Education of service providers** Educate medical providers about the special needs of homeless patients. Explain how treatment adherence and successful outcomes are possible even for homeless individuals with mental health/substance use problems. Stress the importance of developing a nonjudgmental, therapeutic relationship based on unconditional acceptance of the patient and harm reduction. Understand your own feelings about substance use, sex work, and mental illness. Take time in a safe setting to explore your feelings about people who are homeless. Talk about your experience, biases, and stereotypes with other providers who are more experienced in caring for homeless patients.

Help specialists understand that homeless people may not be able to follow the treatment plan they prescribe, and how to modify the plan of care so homeless patients can better adhere. Educate primary care providers about chronic pain management and addiction medicine. Educate all homeless service providers about HIV, including prevention measures and the need for nonjudgmental, compassionate care. Provide basic education about the natural history of the disease, what to expect if the patient is or is not treated, transmissibility of infection, and universal precautions. Help pastors learn how to talk about HIV with members of their faith community. Work with food services at shelters and soup kitchens to provide appropriate meals.

Medications

- **Medical priorities** If acute retroviral syndrome is not suspected or if early HIV treatment is not warranted for other reasons, deal with other medical priorities first (e.g., psychotropics for severe mental illness, methadone for heroin addiction, prophylaxis for opportunistic infections and tuberculosis [if +PPD], treatment and management of uncontrolled hypertension, diabetes, and seizures), any of which can undermine a patient's ability to adhere to HIV treatment. With all HIV-infected patients, weigh benefits against potential risks of early antiretroviral treatment.
- **Prophylaxis** Start prophylaxis for opportunistic infections as soon as indicated by standard clinical guidelines ("2001 USPHS/IDSA guidelines for the prevention of opportunistic infections," 2001). Explain the importance of OI prophylaxis at each visit, if the patient is not initially interested or willing to accept preventive treatment. Minimally, antiretroviral prophylaxis to reduce perinatal transmission of infection should include antenatal zidovudine [AZT] therapy and intrapartum intravenous AZT therapy for the mother, and 6 weeks of AZT for the infant. Use of antenatal HAART is recommended if the maternal antenatal HIV RNA level is >1,000 copies/ml and treatment adherence is likely.

- **Immunizations** Given their high risk for exposure to respiratory infections in congregate living situations, all homeless patients should receive influenzae vaccine annually and be immunized against pneumococcus according to standard clinical guidelines. Also provide hepatitis B and A vaccines and update tetanus (Td) if the last immunization was more than 10 years ago. (See Quick Reference Vaccines Chart at: www.who.int/docstore/hiv/scaling/anex11b.htm.)
- **Masked symptoms** Lactic acidosis may be harder to diagnose in a homeless patient because symptoms (abdominal pain, shortness of breath) may be present for other reasons (e.g., diabetes, chronic obstructive pulmonary disease [COPD]).
- **More acute illness** Because homeless people with HIV may not seek care until their disease is advanced and symptomatic, they often present with more acute illness. Even in areas with free access to exceptional HIV care, new patients with advanced AIDS are not unusual, and many of them are homeless. Patients with advanced disease require complicated treatment regimens. Opportunistic infections and diseases unrelated to HIV may increase the severity of illness. Major complications of HIV include late-stage opportunistic infections such as *Pneumocystis carinii* pneumonia (PCP), invasive candidal infection, toxoplasmosis, and cryptococcal meningitis, and CMV retinitis (which can lead to blindness if untreated). Provide respite care facilities where homeless patients can convalesce when ill or following hospitalization. A medical respite facility may be the only place a homeless patient can get end-of-life care. Develop close linkages with inpatient service providers and facilities.
- **Mental illness/substance use** Mental illness, substance use, and HIV are frequently linked. A large proportion of mentally ill homeless people use psychoactive substances that result in loss of inhibition, which can result in unsafe behaviors that increase their risk of exposure to HIV, tuberculosis, and hepatitis. Mental illness (both Axis I and Axis II disorders) and drug-induced psychosis can interfere with treatment adherence. Optimally, co-occurring mental illness and substance abuse should be treated simultaneously within the same program. Underlying mental illness is often the issue that keeps homeless patients out of care; or if in care, may be their most pronounced disorder. Involve a psychiatrist who is interested in the co-occurrence of these disorders with HIV in the assessment and management of homeless patients. A key issue is pharmacodynamics (the cumulative side effects of polypharmacy). In practice, overlapping side effects are more problematic than drug interactions. Some mental health problems can be treated by a primary care provider. Refer more complicated cases to a dedicated mental health program while maintaining good coordination of mental health and primary care.
- **Cognitive impairment** If patients have difficulty remembering appointments, don't automatically assume nonadherence; question their cognition. Cognitive impairment may be associated with mental illness, chronic substance abuse, AIDS-related dementia, and/or opportunistic infections. Accurate diagnosis may require specialty evaluation.
- **Tuberculosis** The association between TB, HIV infection, and homelessness is well document (McElroy et al., 2003; Moss et al., 2000; Zolopa et al., 1994; "Prevention and control of tuberculosis," 1992). Homeless shelters are among the most likely sites of TB transmission, and growing numbers of HIV-infected persons have contributed to the resurgence of tuberculosis in the United States. HIV coinfection increases the risk of progression from latent TB

infection to active tuberculosis. Recommended control measures include more frequently screening of HIV-infected homeless persons for TB infection, initiation of isoniazid prophylaxis in any HIV-infected person with a positive tuberculin skin test, and directly observed TB/HIV therapy to promote treatment adherence and reduce the risk of drug resistant organisms (Moss et al., 2000).

- Hepatitis Some homeless persons (especially injection drug users) are at increased risk for hepatitis. Hepatitis C (HCV), hepatitis B (HBV), and HIV are chronic, potentially fatal diseases that can be symbiotic. In patients with co-occurring HIV, treatment of HCV/HBV is important. "Although all antiretroviral drugs are associated with hepatotoxicity,...antiretroviral therapy should generally not be avoided, and specific agents should not be avoided in patients with HBV/HCV co-infection. Nevertheless, these patients should have careful monitoring of liver enzymes during therapy" (Bartlett & Gallant, 2001-2002). Always consult a specialist experienced in the treatment of hepatitis when planning HIV care for patients with HCV or HBV coinfection. A psychiatric consult is recommended prior to initiating HCV treatment, which may have depression as a side effect. For patients with co-occurring alcoholism, behavioral contracts and/or other treatment/rehabilitation strategies should be used concurrently with HCV treatment to promote sobriety and reduce the risk of liver damage.

Two antiretroviral agents, lamivudine (3TC) and tenofovir, are active against HBV. When initiating HAART in an HBV-infected person, one of these drugs should be considered as part of the regimen. However, lamivudine or tenofovir should only be used as part of a fully suppressive antiretroviral regimen in an HIV-infected person. In general, treatment of these patients requires careful follow-up and consultation with a specialist, as they may be more likely to develop drug related liver complications. Ensure that all patients are immunized against HBV (especially injection drug users) and hepatitis A (HAV), if seronegative. Recognize that the cost of HBV/HAV vaccines and HCV/HBV treatment may be prohibitive for uninsured patients.

- Abuse Homeless individuals with HIV may be at risk for various kinds of abuse from other homeless people and shelter staff who find out they are infected. A significant number of these patients also have a history of physical or sexual abuse that may have precipitated homelessness. Work with all service providers in clinics and shelters to protect homeless patients from physical assault and verbal abuse.
- Pregnancy HIV-positive pregnant women should receive HAART for themselves and to prevent transmission of infection to the fetus. Many are highly motivated to protect their baby, but women with other children may not agree to treatment that includes residential care. (Family-based treatment centers that permit substance-using mothers to bring one or more children to live with them in a therapeutic residential drug treatment community are disappearing for lack of funding.) Develop good consulting relationships with obstetricians (including academic departments of obstetrics) to help pregnant homeless patients with HIV. Be knowledgeable about national guidelines for the treatment of HIV-infected pregnant women (perinatal guidelines: <http://aidsinfo.nih.gov/>).
- Lack of transportation Many poor and homeless people cannot access health services because they lack transportation for trips to and from

appointments. This can present serious barriers to HIV testing and care. Become familiar with transportation resources in your community. All state Medicaid programs are required to provide non-emergency medical transportation (NEMT) to approved health services. Each state is responsible for designing and operating its own NEMT, and programs differ from state to state. (For a list of Medicaid transportation contacts in each state, see:

<http://www.ctaa.org/ntrc/medical/contacts.asp>.)

- Lack of stable housing HIV treatment is extremely difficult for individuals without stable housing. Meeting needs for food and shelter leaves little time for medical appointments. Lack of privacy, risk of abuse, theft of medications with street value, and no place to lie down during the day compound discomforts associated with HIV and HAART. Homeless persons need a stable residence and routine in order to begin the process of recovery. In many communities, housing is simply not available for homeless persons with HIV. Conversely, in some places, the only way for homeless adults unaccompanied by children to get housing is if they are HIV positive. Sometimes the partner of an HIV-positive person who is HIV-negative or untested desperately tries to get infected in order to qualify for housing and other benefits. Individuals with HIV may sleep outside to be with a partner, at risk to their own health.

Despite some availability of transitional housing for HIV-infected individuals in larger metropolitan areas, insufficient housing stock, long waiting lists, and policies that exclude active substance users or ex-inmates limit access for homeless people in many communities. Most housing, rehabilitation, or transitional programs available to homeless persons with HIV infection require sobriety for admission or continued residence. Unfortunately, such supports become attainable only when homeless individuals with co-occurring addiction disorders become too ill to support a habit, often at a time far advanced in the course of HIV infection (O'Connell & Lebow, 1992).

The federal Fair Housing Act prevents discrimination based on health history, including mental illness and addiction. Nevertheless, some local communities and permanent housing programs continue to use "housing readiness" as a subjective measure of appropriateness for housing. Strongly advocate for "low demand" housing models in your community that serve people coming directly from the streets or shelters, without clean and sober requirements or other standards for housing readiness.

- Barriers to health insurance/disability assistance Efforts to deliver quality health care are hampered by barriers to obtaining public benefits, including health insurance and disability assistance.
 - Insufficient documentation Entitlement programs in many states and localities require extensive documentation, including photo identification, birth certificates, Social Security cards, pay stubs, etc., to verify eligibility. Proof of identity, residence, and income is difficult to come by for someone without a home, a car, or continuous employment. Obtaining required documentation is often costly, time-consuming, and intimidating. Homeless people may have trouble obtaining transportation to various agencies where required documents are available, cannot get there during working hours without losing their jobs, or are unable to pay fees required for copies. Even if they are able to get required documentation, homeless

individuals may have no safe place to keep it. Personal papers are often stolen or lost in moving from place to place on foot. Lack of required documentation to verify eligibility is the most frequently cited obstacle to Medicaid enrollment for eligible homeless people (Post, 2001).

- **Denied disability claims** It is important to realize that most homeless people (particularly adults unaccompanied by children) do not qualify for Medicaid under current policy. Few state Medicaid programs cover nondisabled adults, and those that do may not cover needed services. For many homeless people, Supplemental Security Income (SSI) (Federal disability assistance) is the only door to Medicaid. SSI regulations still exclude persons with asymptomatic HIV or those with disabling addictions without evidence of underlying mental illness. Only Centers for Disease Control and Prevention's (CDC's) AIDS-defining diagnoses are considered sufficient evidence of permanent disability (O'Connell, 1997), despite the fact that many persons with chronic fatigue and other constitutional symptoms are too incapacitated to engage in gainful employment. There is evidence that homeless disability claimants have higher denial rates than other claimants. Insufficient medical evidence of functional disability (inadequate documentation by medical providers) and failure of homeless patients to show up at consultative evaluations partially explain this discrepancy (Post, 2001).

Realize that in most states, except for pregnant women and children, Medicaid eligibility is linked to SSI for persons with disabling conditions including HIV/AIDS. Facilitate applications for disability assistance and SSI-related Medicaid. Keep detailed records of all functional impairments (refer to footnote #14 in the original guideline). Develop a working relationship with your local Social Security Administration Disability Services office. Secure a representative for homeless disability claimants. Ensure that consultative examinations are conducted by physicians with significant experience in treating homeless patients. Advocate for all patients to obtain needed health care, regardless of their insurance status.

- **Stigmatization** Strong stigmas against HIV and homelessness, particularly in smaller communities and rural areas, result in extreme marginalization of HIV-positive homeless individuals and reduced self-esteem, often exacerbating self-destructive behaviors (e.g., substance abuse, sex work). Sexual minorities and immigrants with limited English proficiency are especially vulnerable to stigmatization and low self-esteem. Fear of abuse and eviction from shelter motivates many HIV-infected homeless patients to conceal their diagnosis.
- **Incarceration** Many homeless people are frequently arrested or incarcerated for loitering, sleeping, urinating, or drinking in public places—activities that are permissible in the privacy of a home. A number of them contract HIV and hepatitis while in prison. Periods of detention or incarceration can also interrupt continuity of care for pre-existing conditions.
- **Special populations:**
 - **Homeless women** The overwhelming majority of homeless patients in most clinic settings are male, which can be intimidating for

homeless women, many of whom have a history of physical/sexual abuse. Increasing heterosexual transmission of HIV associated with sexual abuse, sex work, and intravenous drug use warrants programs specifically targeted to homeless women, who can be harder to reach than men and may require more intensive services. Offer social support and counseling through a weekly women's group. If high-risk sexual behavior is perceived as necessary to meet basic survival needs, try to engage the patient for services and find another way of meeting underlying needs. If high-risk behavior is used to obtain a drug on which the patient is dependent, continually offer detoxification/substance abuse treatment as an alternative.

- Homeless youth Most homeless adolescents and youth (ages 14 to 24) have been abused or neglected. HIV infection, usually identified in 18 to 20 year olds (ages when most willing to be tested), is often seen as an asset by homeless youth because it may increase their access to services (substance abuse treatment and shelter). Adolescents and youth tend to be more recently infected than older adults, who are likely to be more acutely ill when identified. Younger patients have more time to address psychosocial problems; treatment is not as urgent. Homeless adolescents and youth are often developmentally less advanced than peers of the same chronological age; concrete thinking predominates over abstract reasoning skills, according to providers who are experienced with this population. When discussing behavioral change with these patients, focus on immediate concerns rather than possible future consequences.
- Sexual minorities Homeless sexual minorities (gay, lesbian, bisexual, transgender [GLBT] persons) need special support to counteract extreme marginalization, victimization, and frequent exclusion from mainstream health care systems. A significant number of homeless adolescents and youth are sexual minorities who have been rejected by their families and communities. Victimization, psychopathology, use of addictive substances, and multiple sexual partners increase their risk for HIV infection (refer to footnote #15 in the original guideline document). Create a safe and nondiscriminatory clinical environment for all GLBT patients; build trust and rapport with these patients, and assure their access to comprehensive health care.

Transgender adults and adolescents (male-to-females and female-to-males) comprise a significant proportion of the homeless population in some areas. Injection of hormones or other drugs with nonsterile needles and unprotected sex with infected partners place some of these individuals at especially high risk for HIV (refer to footnote #16 in the original guideline document). Among sexual minorities, persons with gender variance are least likely to receive appropriate medical care; many have been denied screening and treatment for life-threatening diseases such as cervical cancer and HIV infection. Give these patients the information they need to make informed choices. Educate patients using injected hormones about clean needle exchange, and explain gender-related health risks (e.g., a male taking estrogen may have increased risk for thromboembolic disease and cervical cancer; a female taking testosterone still requires screening for breast and cervical cancer, and runs the risk of hair loss and early

cardiac disease). This information should be conveyed to promote informed choices, not to frighten or dissuade.

- Immigrants Although homeless immigrants from certain areas may be at high risk for HIV (e.g., Africa) and tuberculosis (Mexico, the Philippines, and Southeast Asia), their access to prophylaxis and treatment may be limited. Undocumented immigrants may be reluctant to seek care for fear of being deported. Language and cultural barriers often compound financial barriers to health care. (For guidance in providing linguistically appropriate and culturally competent health services to homeless individuals, see Holzwarth, 2002). Recognize that some of these patients may qualify for Medicaid as refugees, and that many immigrants, undocumented or not, are explicitly barred from the Medicaid program by Federal law (Post, 2001).

Follow-Up

- Contact information At every visit, seek contact information (telephone/cell phone numbers and/or mailing/email addresses) for the patient, a family member or friend with a stable address, the shelter where the patient is currently staying or other location where s/he might be found, and the patient's case manager and health care providers. A clinician should be available to the patient via beeper or other means 24 hours a day.
- More frequent follow-up Try to see homeless patients more frequently, especially early in the course of treatment. (Most HIV patients are told to return monthly; homeless patients should return within 1 to 2 weeks.) Follow-up intervals also depend on comorbidities. Contact the patient a few days after starting medications and schedule a return visit within a week. Review adherence; give the patient a pillbox, if desired. At the beginning of a therapeutic relationship, reinforce the patient's understanding of the plan of care repeatedly. Ask if medications were missed and if so, why they were missed and what happened (e.g., stolen, forgot to take them while bingeing). Frequent contact encourages patient bonding and willingness to return to the clinic on a drop-in basis. Let homeless clients come back as frequently as is comfortable for them.
- Drop-in system Create a routine drop-in time at primary care clinics (e.g., every Tuesday afternoon) with no appointment required for new patients. Encourage routine follow-up for established patients, supplemented by an open-door policy for drop-ins. A drop-in system is far more effective than appointments for people who are disorganized or whose lives are chaotic.
- Help with appointments Help patients make and keep clinical appointments and routinely remind them of their appointments. Find out what their regular commitments are (e.g., when and where they receive wages or disability checks) and at what time(s) of day they can come to the clinic. Recognize that a homeless patient may be forced to miss a meal at a soup kitchen if the clinic appointment runs past serving hours.
- Incentives Give the patient "carefare" (carfare plus a meal voucher) for every kept appointment or group meeting attended. Escort each patient to the first clinic appointment; explain how to obtain carfare for the next visit, and take them to the cafeteria to demonstrate how to use the meal voucher. Provide a client advocate to accompany the patient to appointments for

magnetic resonance imaging (MRI), colposcopy, or ambulatory surgery. Be the family member or friend most people call on if they have to do something frightening or unpleasant.

- **Transportation** Provide transportation to and from specialty referrals; arrange to pick up new patients and those unable to come to the primary care clinic on their own.
- **Intensive case management** Use a clinical team to support the patient and promote continuity of care, which is essential for good HIV care. Visit inpatients daily to reinforce engagement, facilitate discharge planning, and promote better follow-up (e.g., call the library, help patients get methadone/nicotine patches, talk with patients about where to go after they leave the hospital). Encourage discharge to a nursing/recuperative care facility, if available. Establish and maintain contact with other service providers who know your patient (make phone calls and have lunch from time to time). Ask the patient to sign a release, in compliance with Health Insurance Portability and Accountability Act (HIPAA) requirements, so that you can share health information with other clinicians and service providers when s/he leaves your care. Information sharing is important, particularly during transition from homelessness to transitional housing, to identify any variations in the patient's behavior that may indicate a change in health status or problems with adherence. Be compassionate and caring.
- **Peer support** Start a "breakfast club" for patients having difficulty with HAART medications, to create positive peer support. Provide food and encourage members to take medications together. Include staff to work with clients on medical and social issues in a social setting. This helps patients to establish a regular wake-up time, begin the day with food and medications, share resources and coping strategies, and receive both medical and social support.

*Note from the National Guideline Clearinghouse: On January 19, 2005, the U.S. Food and Drug Administration (FDA) issued a public health advisory about recent safety-related changes to the nevirapine (Viramune®) label and about appropriate use of HIV triple combination therapy containing nevirapine. The Indications and Usage section now recommends against starting nevirapine treatment in women with CD4+cell counts greater than 250 cells/mm3 unless benefits clearly outweigh risks. This recommendation is based on a higher observed risk of serious liver toxicity in patients with higher CD4 cell counts prior to initiation of therapy. See the [FDA Web site](#) for more information.

CLINICAL ALGORITHM(S)

None provided

EVIDENCE SUPPORTING THE RECOMMENDATIONS

REFERENCES SUPPORTING THE RECOMMENDATIONS

[References open in a new window](#)

TYPE OF EVIDENCE SUPPORTING THE RECOMMENDATIONS

This guideline was adapted from the following sources:

U.S. Public Health Services (US PHS) guidance documents for the medical management of HIV infection and other issues surrounding HIV infection (<http://aidsinfo.nih.gov/guidelines>):

Guidelines for the Use of Antiretroviral Agents in HIV-Infected Adults and Adolescents, February 2002.

Recommendations for Use of Antiretroviral Drugs in Pregnant HIV-1-Infected Women for Maternal Health and Interventions to Reduce Perinatal HIV-1 Transmission in the United States, 2002.

BENEFITS/HARMS OF IMPLEMENTING THE GUIDELINE RECOMMENDATIONS

POTENTIAL BENEFITS

Simple adaptations of established clinical guidelines for human immunodeficiency virus (HIV) infection and acquired immune deficiency syndrome (AIDS) will maximize opportunities for homeless patients to receive the optimum standard of care and reduce risk of HIV transmission.

POTENTIAL HARMS

- Common side effects of highly-active antiretroviral therapy (HAART) that are particularly burdensome for homeless people:
 - Neuropsychiatric and iatrogenic effects of efavirenz (Sustiva®), which causes sedation (dangerous for street dwellers), can exacerbate underlying mental illness, and may cause birth defects
 - Gastrointestinal side effects, complicated by limited access to restrooms/bathing facilities and lack of regular meals: diarrhea (particularly from some protease inhibitors); nausea (from taking medications on an empty stomach)
 - Peripheral neuropathy (numbness/tingling in extremities), exacerbated by poor nutrition and constant walking
- Drug resistance in patients having trouble with adherence, particularly to NNRTIs and Lamivudine (3TC) (resistance to whole drug class and cross-resistance can result from a single mutation)
- Reduced efficacy of methadone therapy for persons with opioid dependence, associated with non-nucleoside reverse transcriptase inhibitors (NNRTIs, e.g., nevirapine and efavirenz) and certain protease inhibitors (particularly ritonavir)
- Skin damage from medications that increase sensitivity to sun exposure (e.g., TMP/SMX [Bactrim], commonly prescribed for Pneumocystis carinii pneumonia [PCP] prophylaxis); increased risk for street dwellers
- Rare but life-threatening drug toxicities from antiretroviral therapy (abacavir hypersensitivity reaction, hepatic necrosis, Stevens Johnson Syndrome, pancreatitis, lactic acidosis); symptoms may be masked by comorbidities common in homeless patients - e.g., COPD and diabetes, which can mimic symptoms of lactic acidosis (abdominal pain, shortness of breath)

CONTRAINDICATIONS

CONTRAINDICATIONS

- Some medications may be contraindicated if the patient has a history of pancreatitis or alcoholism, or should be used with caution and more frequent monitoring with co-occurring mental illness, hepatitis C, high cholesterol, or diabetes.
- Non-nucleoside reverse transcriptase inhibitors (NNRTIs, e.g., nevirapine and efavirenz) and certain protease inhibitors (particularly ritonavir) are contraindicated in patients with opioid dependence (reduce efficacy of methadone by as much as 50%).

QUALIFYING STATEMENTS

QUALIFYING STATEMENTS

The information and opinions expressed in the guideline are those of the Advisory Committee for the Adaptation of Clinical Guidelines for Homeless Patients with human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS), not necessarily the views of the U.S. Department of Health and Human Services, the Health Resources and Services Administration, or the National Health Care for the Homeless Council, Inc.

IMPLEMENTATION OF THE GUIDELINE

DESCRIPTION OF IMPLEMENTATION STRATEGY

The guideline has been distributed to 161 Health Care for the Homeless grantees across the United States. In addition, links to the document are posted on Web sites maintained by the National Health Care for the Homeless Council (www.nhchc.org) and the HIV/AIDS Bureau (HAB)/HRSA/HHS. HAB also sent a publication announcement to all grantees. Adapted clinical guidelines including this one are also being used in workshops at national and regional conferences (e.g., Housing and Homeless Institutes sponsored by the HIV/AIDS Bureau, and National Health Care for the Homeless Conferences sponsored by the Bureau of Primary Health Care/HRSA/HHS).

The recommendations in this guideline presuppose the following model of health care delivery to unstably housed individuals.

Model of Care

Service Delivery Design

- Flexible service system Access to care for initial evaluation or ongoing treatment depends on the existence of a flexible service system that homeless individuals can use on a walk-in basis or through outreach workers. "One-size-fits-all" systems of care are inadequate to meet the complex needs of homeless people. Help to identify and resolve system barriers that impede

- access to care, recognizing that some barriers are not within the patient's capacity to control. Don't focus on what the patient is not doing (e.g., on "noncompliance" with a plan of care); instead focus on what service providers can offer to enable homeless patients to obtain effective treatment, such as assuring service flexibility and providing appropriate medical assistance to anyone who walks into the clinic. Be creative; enlist the patient's assistance, and with his/her permission, utilize everyone in the community with whom s/he has contact to facilitate delivery of care.
- Integrated, interdisciplinary model of care Successful initiation and maintenance of human immunodeficiency virus (HIV) therapy requires a holistic approach to care provided by an interdisciplinary clinical team, including case managers, social workers, medical providers, mental health professionals, and substance abuse counselors who share care planning and coordination. The patient is an essential member of this team. Optimally, medical and psychosocial services should be easily accessible at the same location; fragmented service systems do not work for homeless people. Those with multiple and complex health problems need integrated services that are accessible from multiple points of service, outreach and engagement, and stabilization in short- and long-term housing. Coordinate medical and psychosocial services across multiple disciplines and delivery systems, including the provision of food, housing, and transportation to service sites.
 - Access to mainstream health system Ensure that all people with HIV infection have access to the mainstream health care system. HIV care involves multiple medical specialties, including infectious diseases, cardiology, hematology, nephrology, obstetrics/gynecology, psychiatry, neurology, dermatology, and pulmonary medicine. Full collaboration between primary care providers and specialists is the only effective treatment and management strategy. Network with community service providers who are sensitive to the needs of homeless patients to facilitate specialty referrals; assist with transportation and accompany patients to appointments. Problems that distinguish homeless HIV patients from others are primarily system and provider access problems, rather than client problems or differences in intent or desire to adhere to a plan of care. Treatment readiness is a function of the degree to which the mainstream health care system is accessible and welcoming to these patients.

Engagement

- Outreach Use outreach workers to locate hard-to-reach individuals and their contacts and encourage them to obtain medical care. View each patient contact as an opportunity for medical and psychosocial evaluation. Offer diagnostic testing and treatment at outreach sites whenever possible. Remember that unmet basic needs may prevent a person from seeking health care. Promote engagement by including nutritious snacks as part of outreach. Offer to bring patients to the grocery store or food bank, and use this as an opportunity to learn about their needs and do a psychosocial history. Homeless HIV-positive youth are often reluctant to seek care on their own. Use a "roving case manager" to help them connect with available health and social services. Work with religious leaders and faith communities ("health ministries") to encourage their participation in outreach activities. Maintain a consistent presence in places where homeless people congregate.

- **Clinical team** The team should include professionals and paraprofessionals with strong engagement skills who make themselves available to listen to patients and help them address obstacles to care. This is especially important for homeless people who experience extreme social isolation and may have no one else to listen to their concerns. A team member with strong engagement skills should see the patient first. Specifically address psychosocial barriers to health as well as medical issues, employing an intensive case management model.
- **Therapeutic relationship** Engagement involves building mutual trust with people who are alienated from traditional health care systems. Successful HIV care requires effective engagement skills to meet medical as well as psychosocial needs. Nonjudgmental and supportive patient interactions with all members of the clinical team are essential to successful engagement. Recognize that caring for homeless patients is as much about building relationships as about clinical expertise. Spend time getting to know your patients. Listen to their concerns and engage with their interests. Both the quality and frequency of encounters are important in building a therapeutic relationship with homeless people. Realize that seeing the same provider over time facilitates engagement. Take good care of professional staff to promote provider retention and continuity of patient care. Recognize that engagement of homeless patients often takes a long time. Small, brief conversations may be all a person can tolerate at first, but the length of an encounter will grow as the patient's comfort level increases. Often clinicians presume that a person isn't interested after they fail to get very far in one or two contacts. Be patient and persistent; listen well. Measure success in small increments.

INSTITUTE OF MEDICINE (IOM) NATIONAL HEALTHCARE QUALITY REPORT CATEGORIES

IOM CARE NEED

Living with Illness

IOM DOMAIN

Effectiveness

Patient-centeredness

IDENTIFYING INFORMATION AND AVAILABILITY

BIBLIOGRAPHIC SOURCE(S)

Conanan B, London K, Martinez L, Modersbach D, O'Connell J, O'Sullivan M, Raffanti S, Ridolfo A, Post P, Santillan Rabe M, Song J, Treherne L. Adapting your practice: treatment and recommendations for homeless patients with HIV/AIDS. Nashville (TN): Health Care for the Homeless Clinicians' Network, National Health Care for the Homeless Council, Inc.; 2003. 62 p. [50 references]

ADAPTATION

This guideline was adapted from the following sources:

U.S. Public Health Services (US PHS) guidance documents for the medical management of HIV infection and other issues surrounding HIV infection (<http://aidsinfo.nih.gov/guidelines>):

Guidelines for the Use of Antiretroviral Agents in HIV-Infected Adults and Adolescents, February 2002.

Recommendations for Use of Antiretroviral Drugs in Pregnant HIV-1-Infected Women for Maternal Health and Interventions to Reduce Perinatal HIV-1 Transmission in the United States, 2002.

DATE RELEASED

2003

GUIDELINE DEVELOPER(S)

Health Care for the Homeless (HCH) Clinician's Network - Medical Specialty Society
National Health Care for the Homeless Council, Inc. - Private Nonprofit Organization

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FINANCIAL DISCLOSURES/CONFLICTS OF INTEREST

The Health Care for the Homeless (HCH) Clinicians' Network has a stated policy concerning conflict of interest. First, all transactions will be conducted in a manner to avoid any conflict of interest. Secondly, should situations arise where a Steering Committee member is involved in activities, practices or other acts which conflict with the interests of the Network and its Membership, the Steering Committee member is required to disclose such conflicts of interest, and excuse him or herself from particular decisions where such conflicts of interest exist.

No conflicts of interest were noted during preparation of this guideline.

GUIDELINE STATUS

This is the current release of the guideline.

GUIDELINE AVAILABILITY

Electronic copies: Available in Portable Document Format (PDF) from the [National Health Care for the Homeless Council, Inc. Web site](#).

Print copies: Available from the National Health Care for the Homeless Council, Inc., P.O. Box 60427, Nashville, TN 37206-0427; Phone: (615) 226-2292

AVAILABILITY OF COMPANION DOCUMENTS

None available

PATIENT RESOURCES

None available

NGC STATUS

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Homeless Clinicians' Network, National Health Care for the Homeless Council, Inc., 2003.

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